



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

December 18, 2013

TO: ALL OFFERORS

FROM: ROXANN M. PARKER
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL #GSS14574-LONG_DIST_SVC
LONG DISTANCE SERVICES

ADDENDUM # 1

This addendum is issued to answer questions submitted by potential bidders.

Q1.) Ref. Page 52, Item 12. Service and Support Please further define what is meant by "Response Time"

A1.) See Page 56, Item 20. Liquidated Damages:
Support Request (Repair Ticket)
Acknowledge the Request & Communication: 2 hours Ticket Number Assigned
Response Interval & Communications: 2 hours Verbal
Respond: To start or schedule the work.

Q2.) Ref. Page 56, Item 20 Liquidated Damages. Please define the criteria of "Repair Ticket" vs. "Major Outage"

A2.) See Page 56, Item 20. Liquidated Damages:
Criteria of "Repair Ticket": Any State-originated Trouble/Problem/Repair Request typically originated by DTI or other State Agency or School entity, resulting in a vendor-created dispatch or tracking document issued to address the problem.

Criteria of "Major Outage": Any State-originated Trouble/Problem/Repair Request typically originated by DTI or other State Agency or School entity, defined as a Major Outage and/or requiring escalated response times as denoted by the customer (refer to "Type of State Request" chart on page 56) resulting in a vendor-created dispatch or tracking document issued to address the problem. Major Outages are defined by the customer due to the severity of impact and urgency according to the following matrices.

SEVERITY LEVEL – QUICK REFERENCE CARD

1.	Apply Impact of the dysfunction: e.g., the number of customers affected. Due to the nature of the customer's organization, the hierarchical position of the customer is included in this variable. (Business Process) .
CUSTOMER IMPACT	Description (From DTI ISO Business Impact Analysis)
1	CRITICAL (affects public safety/health) – Loss of this business function threatens the ability for the State to operate. Loss of business function disrupts the security and well-being of the State.
2	SIGNIFICANT (revenue generating) – Loss of this business function significantly reduces the effectiveness of the State's operations. Loss of business function has a negative citizen impact and affects the financial well-being of the State.
3	MODERATE – loss of this business function affects multiple State agencies/school districts and their ability to operate. Loss of business function has a negative citizen impact.
4	LIMITED – loss of this business function is limited to only the person and/or department using the application. Loss of business function has little or no effect on the State's ability to carry on business.
5	MINIMAL – loss of this business function does not have a direct impact on the department's ability to do business.

2.	Apply Urgency: i.e. how severely the customer's work process is affected. This influences the timeframe that is allowed to solve the problem. (How severe is the issue?)
URGENCY	Description
1	Business function is a STANDSTILL .
2	Business function is IMPACTED , with limited ability to circumvent dysfunction. Effectiveness is compromised.
3	LIMITED business impact.
4	NEGLECTIBLE business impact. Dysfunction can be circumvented.
5	NO IMPACT – Work around available. No affect at all.

3.	Apply IMPACT and URGENCY matrix to determine the Severity Level of the Incident.				
Impact	1	2	3	4	5
Urgency	1	1	1	2	2
	2	1	2	2	3
	3	1	2	3	4
	4	2	2	3	5
	5	2	3	4	5

4.	Notification updates to the client and associated resolution times for each severity level.	
Severity	Notification Updates	Resolution Time
1 CRITICAL	Every ½ hour until resolution	4 hours
2 SIGNIFICANT	Every 1 hour until resolution	12 hours
3 MODERATE	Every 4 hours until resolution	3 days
4 LIMITED	Every two (2) business days until resolution	4 days
5 MINIMAL	Every 2.5 business days until resolution	5 days

IMPACT with URGENCY = SEVERITY
(1 through 5, with 1 being most severe)

Any questions please direct them to DTI_UTC@TC.state.de.us

Q3.) Ref. Page 59, Cost Per Minute. Can DE break down the cost per minute for both Switched and Dedicated inter and intralata voice services? Also does DE pay any access costs for the dedicated circuits provided?

A3.) Current state master contract rates for Outbound Switched to Switched:

Intrastate \$0.036/minute
Interstate \$0.025/minute

Current state master contract rates for Outbound Dedicated to Switched:

Intrastate \$0.022/minute
Interstate \$0.018/minute

Access Costs for 6 Dedicated circuits: \$3,494/month + \$835.88 tax = \$4,329.88/month
Wilmington 2 DS-1 channelized to 48 circuits
Dover 3 DS-1 channelized to 72 circuits
Georgetown 1 DS-1 channelized to 24 circuits

All other terms and conditions remain the same.

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